

JOB DESCRIPTION

Job Title: IT Help Desk Specialist
Department: Indiana Supreme Court, Division of State Court Administration
Reports Directly To: Help Desk Manager of Trial Court Technology
Responsible To: Director and Counsel of Trial Court Technology
Executive Director of the Division of State Court Administration
Chief Justice of the Indiana Supreme Court

Duties:

Assists the Help Desk Manager and Help Desk Specialists by providing support to the users of INCite and Odyssey applications and other IT applications provided to governmental entities by the Indiana Supreme Court through Trial Court Technology.

Generally, performs all functions, duties and responsibilities assigned, including, but not limited to:

- Active utilization and monitoring of the ticketing system for Help Desk
- Use ticket tracking to document problems and solutions
- Provide application and hardware peripheral support in-person or remotely
- Communicate directly with users of Odyssey and INCite applications to gather requirements and solve problems
- Consults with programmers to explain software errors or to recommend changes to programs.
- Calls software and hardware vendors to request service regarding defective products.
- Tests software and hardware to evaluate ease of use and whether product will aid user in performing work.
- Writes software and hardware evaluation and recommendation for management review.
- Writes or revises user training manuals and procedures.
- Develops training materials such as exercises and visual displays.
- Trains users on software and hardware on-site or in classroom, or recommends outside contractors to provide training.
- Installs personal computers, software, and peripheral equipment.

Job Requirements:

Education and/or Experience: Associate's degree or certification, or 3 or more years of related experience. Must be a self-starter who requires minimal supervision.

Customer skills: Must have demonstrated excellent customer skills and be able to communicate well both verbally and in writing. Capable of working with a wide variety of persons who have varying levels of computer knowledge and skills.

Computer Skills: Ability to install and maintain hardware and software programs; advanced knowledge and understanding of various operating systems and Microsoft Office; ability to analyze, configure and repair various hardware devices.
Some travel is required.

Analytical skills: Excellent analytical skills required, including the ability to define problems, collect data, establish facts and draw valid conclusions. Able to communicate directly with user to gather information and solve problems.

Integrity requirements: Must exercise absolute confidentiality; avoids conflict of interest and the appearance of conflict of interest; have and maintain a clean criminal history; and must abide by the employee manual. Must be able to exercise sound judgment in personal and work life.

Difficulty of Work:

This position requires a diverse range of professional work and its difficulty is moderate to high.

Must be able to lift and carry items up to 50 pounds.

Limited travel.

Responsibility:

This position reports to the MIS Director and Help Desk Manager. This position is responsible to the Director and Counsel of Trial Court Technology, the Executive Director of the Division of State Court Administration, and the Chief Justice of the Indiana Supreme Court. The position serves at the pleasure of the Director and Counsel of Trial Court Technology.

Work Relationships:

This position will require direct contact with members of the judiciary, the bar, local government agencies, other state agencies and the public.

NOTE: This document is intended to describe the general nature and level of work performed by individuals assigned to this job classification. It is not intended to provide an exhaustive list of all duties and responsibilities, nor is it intended to limit the authority of supervisors or managers to assign or direct the activities of employees.

The Indiana Supreme Court is an Equal Opportunity Employer. Equal employment opportunities are provided to all applicants for employment without regard to race, color, religion, sex (including pregnancy), gender identity, national origin, age, disability, marital status, political affiliation, socioeconomic status, status as a protected veteran or any other protected status in accordance with applicable federal, state, and local laws, and the Indiana Judicial Code.

If you are a qualified individual with a disability and will need a reasonable accommodations to assist you in apply for the position or to perform the essential functions of the job, the Indiana Supreme court will provide such reasonable accommodations.